

Library Assistant III

Dept: Library

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate skilled administrative support work at the circulation desk, cataloging materials, preparing materials for circulation and providing assistance to library patrons and librarians, and related work as apparent or assigned. Work is performed under the moderate supervision of the Librarian and Library Director.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Provides circulation assistance to patrons; checks out library materials, issues library cards, assesses fees and fines and resolves problems related to library records.
- Manages the service desk in the absence of a supervisor or senior staff.
- Checks in and distributes library materials for shelving or transfers; shelves library materials.
- Provides assistance to patrons on retrieval of library materials and use of computers including computer classes; refers patrons to other staff as necessary.
- Assists with programs for patrons.
- Assists patrons with requests for genealogical services.
- Compiles and transcribes historical documents.
- Coordinates reservations for meeting rooms.
- Prepares and maintains various reports, records and files.
- Manages the storage of library materials and backfiles; processes and labels library materials.
- Assists in maintaining order and daily upkeep of the library facility.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of basic library procedures, methods and techniques; thorough knowledge of library circulation functions; thorough knowledge of office procedures and records maintenance techniques; thorough knowledge of local history and families and ability to conduct genealogical research; thorough skill using library equipment, materials and resources; ability to exercise initiative and independent judgment; ability to establish and maintain effective working relationships with library patrons and associates.

Education and Experience

High school diploma or GED and one to three years experience working in a clerical support position, in a library or similar research facility, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires standing, walking, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions, frequently requires stooping, kneeling, crouching or crawling and occasionally requires sitting, climbing or balancing, pushing or pulling and lifting; work has standard vision requirements; vocal

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communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work occasionally requires working in high, precarious places; work is generally in a quiet location (e.g. library, private offices).

Special Requirements

None.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date